

Basic Workplace Competencies

AREA 4: Working Responsibly

Work organizations value employees who possess the ability to work with diverse groups of people and who are able to lead others toward the achievement of common goals. Individuals must demonstrate self-direction, and a positive work ethic – exhibiting honesty, initiative, and dependability. In addition, they should understand the importance of ethical conduct and the role of ethics in professional organizations and work environments.

Competency-

The student will be able to:

Key Indicators

4.1

Demonstrate leadership

- 4.1.1 Identify a variety of leadership strategies
- 4.1.2 Demonstrate leadership qualities
- 4.1.3 Distinguish between the uses of leadership and management
- 4.1.4 Analyze the factors influencing choice of leadership strategy in a given situation
- 4.1.5 Collaborate with others to accomplish goals

4.2

Contribute to teamwork

- 4.2.1 Demonstrate sensitivity to cultural, gender, and generational differences (in communication, interpersonal skills, and learning preferences)
- 4.2.2 Demonstrate concern for each team member and for team goals (e.g., provide encouragement, maintain a can-do attitude and common focus)
- 4.2.3 Complete aspects of assigned tasks according to team-established procedures and within specific time lines
- 4.2.4 Employ group process techniques to solve problems, make decisions, build consensus, resolve or manage conflicts, construct compromises, support self-expression, and bring forth new ideas and opinions
- 4.2.5 Evaluate the team's efforts

4.3

Choose ethical courses of action in all work assignments and personal interactions

- 4.3.1 Establish a personal code of ethics
- 4.3.2 Ensure that personal code of ethics is consistent with the professional code of ethics of the chosen profession
- 4.3.4 Identify strategies that strengthen desirable character traits (including honesty, integrity, compassion, empathy, justice)
- 4.3.5 Identify consequences of unethical conduct

The student will be able to:

Key Indicators

**4.3
Choose ethical courses
of action in all work
assignments and
personal interactions**

- 4.3.6 Recognize conflict between personal /professional ethics and the ethics of others
- 4.3.7 Demonstrate awareness of legal responsibilities (e.g., copyright laws, harassment, equity)
- 4.3.8 Identify strategies for responding to the unethical actions of individuals and organizations

**4.4
Demonstrate the work
ethic**

- 4.4.1 Exhibit desirable personal and professional attitudes and behaviors (including positive view of self and work, awareness of impact on others, responsibility, pride)
- 4.4.2 Exhibit desirable personal and professional work habits and behaviors (including punctuality, regular attendance, quality performance, meeting or exceeding of job expectations, self motivation, honesty)
- 4.4.3 Determine own role within the company's mission
- 4.4.4 Participate in required and voluntary professional development to benefit employer and self improve performance for the benefit of employer and self
- 4.4.5 Display a sense of personal responsibility for the welfare of the company and colleagues (including health, safety, environmental concerns)

**4.5
Comply with the
confidentiality
requirements of
workplace policies and
procedures**

- 4.5.1 Identify types of confidential information (including mail and information about personnel, customers, company)
- 4.5.2 Maintain records on the distribution of information using established format and procedures
- 4.5.3 Provide information only to authorized personnel, whether transmitted physically or via technology
- 4.5.4 Inspect returned materials for completeness
- 4.5.5 Identify the consequences of a breach of confidentiality

**4.6
Apply appropriate
strategies for dealing
with the differences
associated with diversity
(e.g., racial, ethnic,
gender, educational,
personality, social, and
age)**

- 4.6.1 Recognize the differences associated with diversity and the implications of those differences
- 4.6.2 Demonstrate effective interpersonal skills in working with others of different backgrounds
- 4.6.3 Express feelings, actions, and ideas respectfully
- 4.6.4 Identify appropriate strategies and solutions for dealing with cultural conflicts and differences
- 4.6.5 Demonstrate respect for diverse international business practices and etiquette